



The Union of
Southwest Airlines Flight Attendants
TWU LOCAL 556

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Dallas, TX 75247
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www.twu556.org

MAY 2023 COMMITTEE REPORTS

Report From:	CHRC
Submitted Report:	
<p>The Civil and Human Rights Committee Union work for the month of April:</p> <ul style="list-style-type: none">-Posted a publication for Asian American and Pacific Islander Month (AAPI) on The TWU Local 556 Facebook, Twitter, and Instagram social media page.-Highlighted Members to celebrate AAPI Month on the TWU Local 556 Facebook ,Twitter and Instagram social media page.-Worked on design for the AAPI Union lapel pin.-Attended a meeting with the Mobilization and Organization Committee.-Submitted a social media post for for National Pride Month to be published June 1.-Began preparations for the upcoming Pride Parades in June.-Attended a meeting with the Coalition of Black Trade Union (CBTU) to prepare for the upcoming Convention to be held May 24-29.-Attended the TWU Local 556 Negotiating Committee Broadcast.	

Report From:	CISM
Submitted Report:	
Assault	1
Birdstrike	1
Crew Member Harassment	1
Death on Board	1
Debriefing - Team Member	2
FADAP Team Referral	1
FA Death	2
FA Death of Family Member	2
FA Illness	4
FA Injury	5
FA Involved in Incident - Off Duty	1
Fear of Flying	1
Human Trafficking	2
Illness of Family Member/Caregiver Stress	2
Incident on RON	2
Mechanical	10
Other	2
Passenger Injury	4
Passenger Medical	94
Passenger Misconduct	27
Personal Issue	25
Pet Onboard Events	2
Safety Fair - LAS	1
Smoke or Fumes in Aircraft	2
Suicide Attempt of a Family Member	1
Termination/Fact Finding	1
Turbulence	5
Total Events Worked	202
Flight Attendants Assisted	576



Report From:

Communications

Submitted Report:

**Communications:
Co-Chairpersons Ashley Breuer and Drew Shy Reports:**

April Communication Emails Sent

Subject	Send Start Time	Emails Sent	Emails Delivered	Undeliverable
Welcome to the Inflight Family!	4/1/2023 8:00:24 AM	105	101	4
Taking a Stand Against Hate: Read Our Statement Now	4/1/2023 8:00:47 AM	15428	15387	41
Happy Birthday from TWU Local 556	4/1/2023 9:00:42 AM	1160	1157	3
Alcohol Awareness Month	4/3/2023 8:30:46 AM	15443	15392	51
Understanding Payroll Reports	4/4/2023 10:19:31 AM	15434	15392	42
News from the Negotiating Team	4/5/2023 10:32:56 AM	15480	15436	44
Action Required - Update Your Email	4/6/2023 2:19:36 PM	258	258	0
Shop Steward Newsletter - April 2023	4/6/2023 7:49:31 PM	219	219	0
2023 April MDW E-Connection	4/7/2023 10:00:22 AM	1886	1883	3
2023 April OAK E-Connection	4/7/2023 10:00:22 AM	977	975	2
2023 April Atlanta E-Connection	4/7/2023 10:00:22 AM	562	559	3
2023 April BWI E-Connection	4/7/2023 10:00:23 AM	1551	1547	4
2023 April DEN E-Connection	4/7/2023 10:00:23 AM	2133	2126	7
2023 April LAX E-Connection	4/7/2023 10:00:31 AM	862	862	0
2023 April MCO & FLL E-Connection	4/7/2023 10:00:32 AM	1304	1304	0
Register Today for the First Membership Meeting of 2023	4/10/2023 3:19:39 PM	15494	15451	43
"Your airline is a joke"	4/12/2023 9:46:31 AM	15483	15445	38
State of Negotiations	4/14/2023 4:16:36 PM	15492	15452	40
April 2023 FLL Storm Followup	4/14/2023 5:51:33 PM	109	108	1
LODO Newsletter – March 2023	4/17/2023 9:11:36 AM	278	277	1
Know Your Rights! HFWA Update	4/17/2023 3:18:32 PM	2130	2121	9
TAKE ACTION: Stop Assaults on Airline Works	4/18/2023 1:30:42 PM	15499	15464	35
A Meltdown Nearly Broke This Veteran	4/19/2023 9:33:09 AM	15483	15451	32
2023 April PHX E-Connection	4/20/2023 2:52:37 PM	1486	1482	4
Fatigue Grievance Settlement	4/21/2023 8:30:43 AM	15497	15469	28
Scholarships Now OPEN	4/24/2023 8:00:44 AM	15495	15472	23
Cabin Crew Coalition	4/25/2023 12:06:17 PM	15490	15472	18
Mediation in Houston	4/26/2023 10:33:11 AM	15484	15459	25
May News and Information	4/28/2023 11:46:31 AM	15474	15451	23
		231696	231172	524

- Easter Graphic
- Managed TWU Local 556 social media outlets.
- Website postings and updates
- Answered Membership Communications and Union emails and/or routed them to the Executive Board or appropriate Committee for a response.
- Weekly catch-up conference calls

- Communications continuously works with the Education Committee and Technical Services to maintain and update information on the twu556.org Website and the TWU Connect App.
- Ongoing training and roll-out of new email software Journey Builder in Salesforce Marketing Cloud.
- The Communications Committee has been working with Tech Services to implement one-way text messaging. This is a 6+ month project.
- The Communications Committee continues to see instances where Members with Yahoo emails (and other sub-domains such as aol.com) are being sent to junk/spam boxes. Yahoo is having server issues, and we are working with them to resolve them. However, it appears to be intermittent with Yahoo accounts (and their applicable children companies such as AOL). If you are not receiving TWU Local 556 emails, please double-check your spam and junk folders to confirm the emails weren't sent there. If the emails are in your spam folder, please mark them as “not spam” and also add those email addresses to your contact list as a known sender. But, in the meantime, all emails are posted to our website at twu556.org/members and can be read there until the issue is resolved.
- TWU Local 556 will no longer be sending information emails to Southwest Airlines (@wnco.com) email addresses. We encourage you to update your Union profile with a non-wnco email address. This will ensure you receive all Union communications. If you choose to leave your @wnco.com email on file, you will not receive communications from your Union.

Publications:

Vice-Chairperson Mikita Johnson reports:

- No report submitted

Report From:	Education
Submitted Report:	
<p>The Education Committee met weekly on Google meet during April to discuss the Committee's strategic plan and the progress of the Committee's various projects. In addition to the weekly meetings, Members of the Committee participated in a meeting regarding IROPs Special Committee to continue the construction of a TWU Local 556 IROPs Plan to be prepared for future operational meltdowns.</p> <p>After assisting the Reschedule Research and Analysis Committee and the Grievance Team during the aftermath of the Winter Storm Elliott Operational Meltdown, the Education Committee created an education piece about our Payroll reports and sent it as an email blast to the Membership titled "Understanding Payroll Reports" on April 4. It contained the most frequently asked questions about our Payroll reports as well as graphics to assist our Members in understanding their Payroll reports.</p> <p>During April, posts were made to the Official TWU Local 556 Facebook group and Education Committee page regarding the PIN Black Out date for Easter. The "Welcome To FLL" was completed and sent to MCO Domicile Executive Board Member Drew Shy for final approval, and the "Welcome to HOU" packet was worked on, anticipating completion in May.</p> <p>Additional education pieces for the Membership that were created and worked on during April included: Reserve Combinability and a Contract 101 on Article 12: Exchange of Trips with Open Time, Trip Trade/Give Away with other Flight Attendants.</p> <p>Co-Chairperson Angie Kilbourne completed work for the Civil and Human Rights Committee including a graphics suite for Pride Month: two poster sizes (8.5x11 and 11x17) and social media graphics (Facebook, Twitter, and IG). She also designed and edited a graphics suite for Juneteenth and provided an optional glass case poster (8x8) and social media graphics (Facebook, Twitter, and IG), and designed a collage layout for Hispanic Heritage Month. She Veteran's Committee, creating a graphics suite for Memorial Day, including two poster sizes (8.5x11 and 11x17) and social media graphics (Facebook, Twitter, and IG).</p> <p>The Education</p>	

Report From:	FADAP
Submitted Report:	
<p>The Chair of the team Tom Spillers: worked April 1-16 & 24-30 McAthur Stidom West Coast Coordinator worked April 16th-23rd, Greer Steinke East Coast Coordinator volunteered to help back up when needed and was Week-on-call April 24th-30th.</p>	

Report From:	Grievance
Submitted Report:	
<p><i>May 2023 Grievance Report</i></p> <p><u>TOTAL NUMBER OF GRIEVANCES:</u> 316 total grievances:</p> <p>34 terminations 39 group grievances 55 non-term disciplinary 61 Attendance 127 individual contract</p> <p><i>Total Contract Grievances on file: 166</i> <i>Total Discipline Grievances on file: 150</i></p> <p><u>Settled and Withdrawn Report:</u> In April, forty-seven grievances were settled; of those eighteen were settled at the Step 2 level, two while preparing for Executive Board review, nineteen at the SWA Preliminary decision stage, and eight at a grievance monthly Labor meeting. Twenty-three grievances were withdrawn without prejudice and four grievances expired.</p> <p>Of the sixty-one Attendance grievances, fourteen are No-Shows, six Unable to Contacts, twenty-five Failure to Reports, eight Sick Leave 1, one SL, six No-Show Trainings, and one MBL.</p> <p>The fifty-five non-term disciplinary grievances consist of: forty written warnings, five final written warnings, four three-day suspensions, one six-day suspension, four thirty-day suspensions, and one under the “other” category.</p> <p><u>Fact-Finding Meetings:</u> Eighty-five fact-finding meetings were held in the bases, in April 2023. We continue to see numerous cases of Probationary Performance issues and alleged Unprofessional Conduct.</p> <p><u>Chat Apps</u> 1,460 chat app messages received in the month of April.</p> <p><u>Board of Adjustments:</u> FA-May 25, 2023. <i>Settled.</i></p> <p><u>Arbitration Schedule:</u> None scheduled.</p>	

Arbitration-Proceeding on Their Own:

FA: Written Warning Class 2.13

FA: D&A Termination *arbitration award for Company.*

FA: Policy violation-FWW & 30-day for Class 2.10.

Upcoming Grievance Meeting: The Union and Management have agreed to a Labor meeting to be held May 30, 2023.

Report From:	LODO
Submitted Report:	
<p>LODO Committee report for April Prepared by Claudio Adams</p> <p>In April, the LODO Committee and Subcommittee held two meetings with the company on the 5th and 25th to discuss and finalize the new LODO letter of agreement that would be presented to the Executive Board. Though there were some unanswered questions about some topics, progress was made during these discussions.</p> <p>The meetings were attended by: Brandon Hillhouse, Contract Coordinator, TWU Local 556 LaShaye Hutchinson, Negotiating Committee Member, TWU Local 556 Claudio Adams, LODO Committee Chairperson, TWU Local 556 Gisela Alvarez, LODO Subcommittee Member, TWU Local 556 Gayle Middleton, Grievance Committee Chairperson, TWU Local 556</p> <p>On the company side, the meeting was attended by: Kevin Clark, Sr Mgr IF International Base Ops & Onboarding Ann Oh, Mgr Inflight Crew Planning Angela Walker, Mgr IF Tech Product Aaron Jeffcoats, Sr IF Crew Analysis Consultant Hector Alvarez Gilberg, Supervisor Bilingual Flight Attendants Lina Koutaich Noguera, Supervisor Bilingual Flight Attendants</p> <p>Throughout April, LODOs had the opportunity to bid on 90 lines across BWI, DAL, DEN, FLL, HOU, LAX, MCO, and MDW. Despite offering only 90 lines, the company continued to expand its LODO program. As a result, the number of LODOs in the program increased to 309 by the end of April. This represents an impressive growth of nearly 18 percent since the beginning of the year.</p> <p>In the month of May, the LODO Committee will be meeting with the LODOs throughout the bases, as it was expressed by the members that they want to have the opportunity to meet with the Committee to not only express concerns but also to express what they expect to be proposed to the Company for a new LOA.</p>	

Report From:	MOBORG
Submitted Report:	
<p>During the month of April, Moborg continued to work on the Pass The Pin initiative. Additional cards with union pins attached are ready to be distributed to our members. The initiative is now more important than ever. A strong show of Unity is imperative from each and every Member. Your TWU Local 556 union pin being worn on your uniform is a clear message to Management that you are a member of TWU Local 556 and your show of support for your union is steadfast. Moborg is also in the final stages of a planned membership initiative that will highlight and promote the many benefits that are available to TWU Local 556 members that can be accessed to assist in their daily lives.</p>	

Report From:	New Hire
Submitted Report:	
<p>Danny Modelo Co-Chair / New Hire Committee April 2023:</p> <p>Inflight Training on a temporary break as they transfer all training tools, mock-ups, and facilities from the TOPS building to the LEADS/WINGS campus.</p> <p>Attended a virtual meeting w/ Sarah Vandermark and Joe Skotnik. Discussed several topics. Inflight trainer protections as FA's on "special assignment" and Inflight Training Curriculum. Also, the plans to continue inviting training classes to training beginning of June, graduating first Friday of July 2023.</p> <p>Staying ahead of the game, meeting at TWU offices to prep New Hire Committee folders.</p>	

Report From:	Other
Submitted Report:	
<p>The Research & Analysis Committee (RAC) created a Team to review Members' Payroll Reports who were impacted by the December 2022 meltdown. The TWU 556 Executive Board allocated resources to be able to provide this service to the Membership. Members of the RAC Audit Team are Amanda Gauger, Karen Jaburek, Angie Kilbourne, Sam Wilkins, and we are also consulting with the Education Committee.</p> <p>To date, the RAC Audit Team has reviewed approximately 880 Members' December 2022 and January 2023 payroll reports from January 16 - April 30, 2023. The audit process includes: running payroll reports (for the entire month), reviewing transactions, ensuring pay guarantees are correct, interviewing Members to gather more information and evidence, as well as educating on what was found in the analysis. The RAC Audit Team, in most cases, referred the Member to add their names to the Group Grievance after completing a thorough analysis. While some reviews were easier than others, the vast majority were complicated and once a laborious audit was complete, someone on the Team cross-checked the findings before a detailed response was sent to the Member.</p> <p>We have identified numerous issues with Inflight Payroll Audit processes and have communicated our concerns and findings with the President Lyn Montgomery, TWU Local 556 RAC Chair Mark Torrez and 2nd Vice President Corliss King.</p> <p>The TWU Local 556 RAC Audit Team, with the support of the Executive Board was able to successfully get re-audits of over 3,000 Reserve payroll reports for discrepancies with the application of the Winter Storm/Gratitude Pay. We were also able to obtain a detailed report of 659 pairings where Crew Scheduling coded the flight with a release (RL) code. We reviewed every pairing, processed that pairing and then categorized the pairing. Here are the categories - correct pay legit RL codes (sick leave online, fatigue call, etc), questionable RL codes (part of Mass release on December 24-26, 2022), questionable pay but correct RL code (Non-Rev/Commuter assisting Crew Scheduling with working flight) and RL code fatigue calls (FTC/FTG and associated pay).</p> <p>The TWU Local 556 RAC Audit Team assisted the Grievance Team with reviewing each submission, categorizing the issue, interviewing the Flight Attendant for additional information, writing the summary, auditing the pay and writing the remedy. All of which is to aid in expediting what is the largest group grievance ever processed by our Union.</p> <p>On April 13, 2023, we met with Southwest Airlines Inflight Payroll Management, Labor Management and Inflight Management to discuss our preliminary findings. Present at the meeting was 2nd Vice President Corliss King, LAX Domicile Executive Board Member and TWU Local 556 RAC Chair Mark</p>	

Torrez, RAC Audit Team Members Amanda Gauger, Karen Jaburek and Sam Wilkins. Southwest Airlines: Mike Sims, Meggan Jones, Jose Paintini, Jackie Douglas, Lindsay Adams and Linda Edmound. The meeting was productive and we are currently scheduling a meeting to better understand Inflight Payroll processes.

We will have a final report of our findings for the June 2023 TWU Local 556 Executive Board Meeting.

Report From:	Professional Standards
Submitted Report:	
<p>Professional Standards Activity Report for April 2023</p> <p>Category: Company Policy 7 CRM 8 FAR 3 I.R. Filed 8 Internal Peer Support 4 Not Taken 5 Pilot Issue 2 Social Media 1 Unprofessional Behavior 6 Withdrawn 2 In Progress 1</p> <p>Total 47</p> <p>Positive Resolution 27 Negative Resolution 1 Unresolved* 18 In Progress 1</p> <p>Source: Phone 39 TWU Email Exchange 6 Pilot PS 2</p> <p>*Unresolved includes case categories: I.R. Filed, Not Taken, Withdrawn, and cases where all parties could not be reached or did not return the committee member's call.</p> <p>Base: ATL 3 AUS 1 BWI 5 DAL 1 DEN 3 HOU 1 LAS 6 LAX 1 MCO 7 MDW 11 OAK 1</p>	

PHX 4

Report From:	Safety
Submitted Report:	
Please see the attached Executive Board Safety Team Report (located in the files section).	

Report From:	Scheduling
Submitted Report:	
<p><i>The number of line positions that a Flight Attendant could be awarded for the month of June decreased by 236 line positions, from 12,454 in May to 12,218 in June. The Scheduling Committee left 0 positions in open time for the month of June prior to VR line building.</i></p> <p><i>The Committee for the month of June wrote an average of 91.48% pure Lines (Lines starting on the same day each week containing Pairings of the same length) this was a significant increase in purity from April and May and might be the highest line purity our workgroup has ever seen (all bases were over 70% which is the minimum purity). The Scheduling Committee maintained 35% of the Lines with all weekends off, and the Lines containing 3-on/off or 48-hour breaks did not exceed 18%. The average line paid 86.26 TFP average work days were 12.55. The contractual numbers above do not include the two satellite bases of FLL and AUS.</i></p> <p><i>The AUS Satellite base had an average of 78.95% pure lines, 37.59% all weekend off and 15.79% lines containing 3-on/off or 48-hour breaks. The average lines paid 92.04 tfps.</i></p> <p><i>The FLL Satellite base had an average of 77.39% pure lines, 33.04% all weekend off and 20% lines containing 3-on/off or 48-hour breaks. The average line paid 91.46 tfps.</i></p> <p><i>The Line Writers for June Primaries were:</i> Patrick Paladino, Lisa Trafton, Shelley Taylor and Xander Ricker.</p> <p><i>The Line Writers for May Secondary Lines were:</i> Mark Torrez, Shelley Taylor, Lisa Trafton, Patrick Paladino and Xander Ricker.</p> <p><i>The Scheduling Committee Hosted (Patrick Paladino, Doreen Argyropoulos, Shelley Taylor, Mark Torrez, Lisa Trafton & Xander Ricker) hosted a luncheon with all of Southwest Airlines Crew Planning.</i></p> <p><i>The Scheduling Committee met with Southwest Airlines and members of the Negotiating Team to discuss Satellite Bases.</i></p> <p><i>Xander Ricker and Mark Torrez have been working with the RAC on December meltdown pairings.</i></p> <p><i>Xander Ricker has been meeting with Gisela Alvarez on LODO agreement negotiations.</i></p>	

Report From:	Scholarship
Submitted Report:	
<p data-bbox="753 470 886 504" style="text-align: center;"><u>May 2023</u></p> <p data-bbox="310 539 1299 739">Scholarship Chairperson, Genesis DaVoy worked with the Communications Committee to send out a communication that the TWU Local 556 2023 Scholarship applications opened. The Scholarship committee will be accepting applications until June 23, 2023 with announcements of the winners by August 4, 2023. Chairperson DaVoy is also working with 1st Vice President Michael Massoni to review the TWU Local 556 Scholarship eligibility guidelines and rules.</p>	

Report From:	Shop Steward
Submitted Report:	
<p>The Shop Steward Committee continues to meet monthly with Grievance Leaders about procedural matters that have an effect on Shop Stewards. The Committee continues to answer and respond to all and emails sent to the Committee. The Committee continues to assist with Shop Steward needs, questions, and any situations as they arise.</p> <p>Melissa continued to assist Alice and Kay for scheduling purposes for meetings. Melissa works with Marcy Vinyard with a weekly breakdown list for Meeting Lead's/Note-Taker's pay. Melissa will continue working with Grievance Team on scheduling and payroll for Meetings.</p> <p>The Committee Continue to introduce Shop Stewards into the Virtual Meeting Program Prepare and distribute training materials for the shop steward virtual program as needed.</p> <p>04-02-2023 Committee Meeting with Melissa and Drew 04-03-2023 Virtual meeting with Gayle, March, Melissa, Drew, and Alice 04-06-2023 Shop Steward Newsletter 04-24-2023 Shop Steward Committee Meeting</p>	

Report From:	Survey
Submitted Report:	
<p>VeAnne reports the Survey Committee was contacted by Brother Voyik and Sister Voyik with a survey idea. It will be presented to the EB for consideration.</p>	

Report From:	Uniform
Submitted Report:	
<p>Crystal reports that since the unveiling of the new Appearance Standards the Uniform world is still very busy. Infractions are still happening and are being handled though communication with Management and the hard work of our Grievance Staff. Crystal continues to receive multiple emails daily about confusion on Appearance Standards verbiage, Allotment issues for Probationary and Line-holding Members, Alternative and Special Order Uniform issues, approved luggage, shoes, earbuds in Uniform as well as tattoos.</p> <p>Crystal continues to communicate with her counterpart in Management often and resolutions are happening on many issues before infractions and/or grievances are necessary. Crystal also continues to update the Grievance Staff and Executive Board as issues arise.</p>	

Report From:	Veterans
Submitted Report:	
<p>Danette Y. Foster, Chairperson reports that she and Wayne Tipton, Vice-Chairperson continue to support the Stars for Our Troops campaign.</p> <p>The Veterans Committee continues to honor and support Active Duty Personnel, Veterans and their Families.</p>	

Report From:	WWC
Submitted Report:	
<p>Renda Hobbs Marsh TWU 556 Board Member at Large (BMAL) TWU 556 Grievance Staff Filer TWU 556 WWC Committee Chairperson</p> <p>May 2023 Board Meeting (reflects April 2023 activities)</p> <ul style="list-style-type: none"> • TWU 556 Working Women's Committee - reports no activities for the month of April 2023. • Unity Submission is on the agenda for the July 2023 edition <p>Grievance Staff duties - Monday - Friday 9 AM - 6 PM CST</p> <ul style="list-style-type: none"> ❖ TWU 556 Call Center ❖ Weekly Wednesday Staff Meetings ❖ Additional duties as assigned -Dual Signature for Treasurer ❖ Discipline / Contract Research for Step 2 Hearings ❖ Packet Construction for EB presentations ❖ Prep for Step 2 Hearings and EB Hearings o Step 2 Hearings with Inflight Labor Relations General Counsel o Merit Hearing Executive Board Presentations (Termination Hearings) 	



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TWU Local 556 Health and Safety Report

Michael Massoni – 1st Vice President & Operational Safety Chairperson
Prepared by: Jannah Dalak, Operational Safety Vice Chairperson,
Michele Moore, Health Chair

...The mission of the Unions Safety Team is to provide Union Leadership in all issues of health & safety; Technical Counsel to the TWU Executive Board; Representation to our Membership; Stewardship within our Company, Industry, its regulatory bodies and most importantly, facilitate Effective Communications between all...

To: TWU Local 556 Executive Board
CC: Thom McDaniel, TWU International Vice President
Date: May 11, 2023
Re: May 2023 EB Health and Safety Team Report

The ASAP program has had challenges lately as we have not had a full ERC so had not been able to close out reports. We have an FAA inspector on loan from another certificate to be the FAA voting member. Additionally, Southwest has 2 new Cabin Inspectors in training. They have been sitting in the meetings as well to learn our processes.

We recently met with the Safety Department (where all Southwest ASAP programs currently reside) to develop a plan moving forward. The meeting was productive and we will be having these meetings regularly. We will be attending an ASAP training class in June. Southwest and TWU Health and Safety will be doing ASAP promotion in the upcoming months.

Aviation Safety Action Program (ASAP) – Reports in queue -

ASAP reporting update April 2023	
Reports in queue	154
YTD reports received	1000
YTD reports accepted	842
YTD acceptance rate	100%
YTD exclusion rate	0%
<hr/>	
Total reports received in 2022	2901
Total reports received in 2021	1999
Total reports received in 2020	1356
Total reports received in 2019	3014
Total reports received in 2018	1961
Total reports received over the life of program	18176

Southwest Airlines Event Notification System (ENS)

We do not have the current ENS reporting numbers but will have current numbers available for the next Executive Board Meeting.

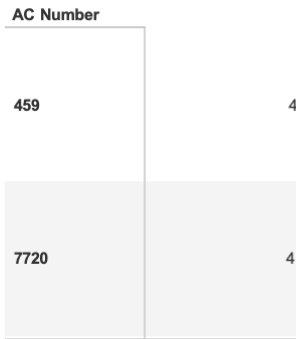
2023 Year-to-Date =
All of 2022 = 4717
All of 2021 = 5864
All of 2020 = 3182
All of 2019 = 4261
All of 2018 = 2462
All of 2017 = 2371
All of 2016 = 2887
All of 2015 = 2843
All of 2014 = 2119
All of 2013 = 1138*

*ENS tracking and trending was suspended for the period of May 2012 – June 24th, 2013 – However ENS follow-up was maintained throughout this period. The Safety Team has re-established the practice of tracking and trending all ENS events and will include the same in all Safety Team Reports

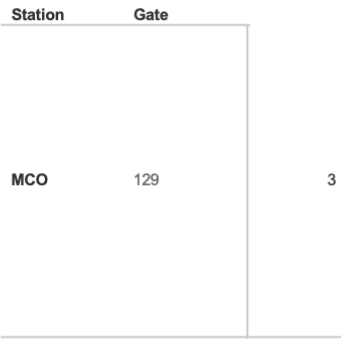
Most Current Hot Aircraft Event Reporting

'Hot' Aircraft and Gates

Aircraft with four or more reports

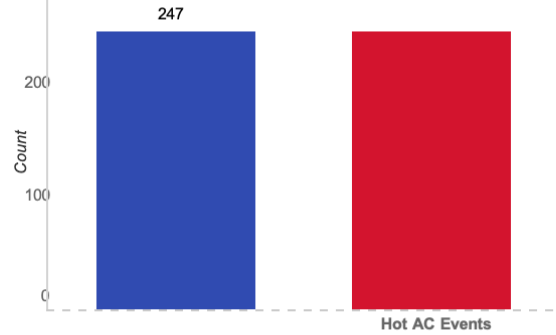


Gates with three or more reports



Reports versus Events

Hot AC Reports are the total number of reports received. Hot AC Events are the unique number of Hot AC occurrences, taking into account multiple reports for the same event.

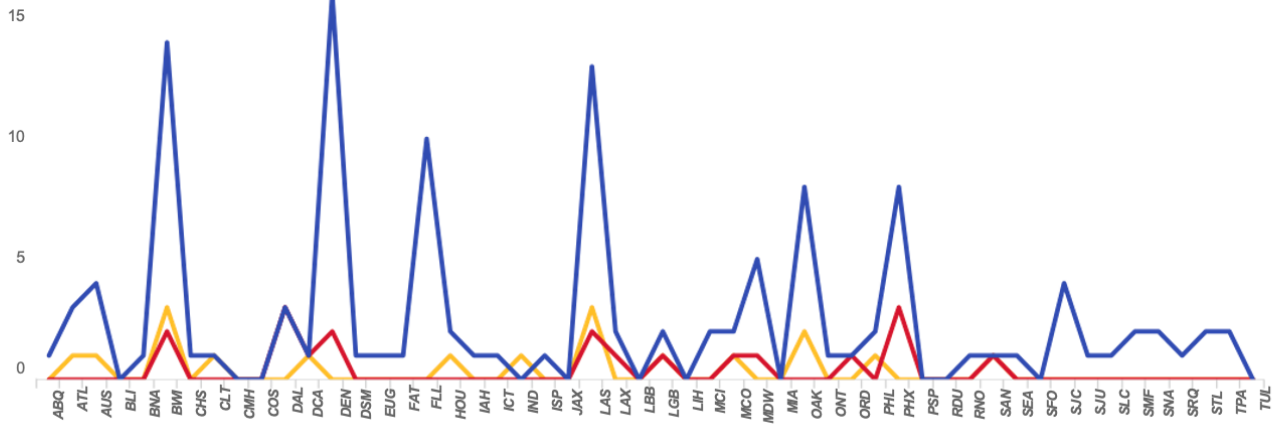


Ground Operations

As reported by the Pilot Group through ACARS messaging.

- Air Not Connected
- Ops Agent Not Present
- Ramp Agent Not Available

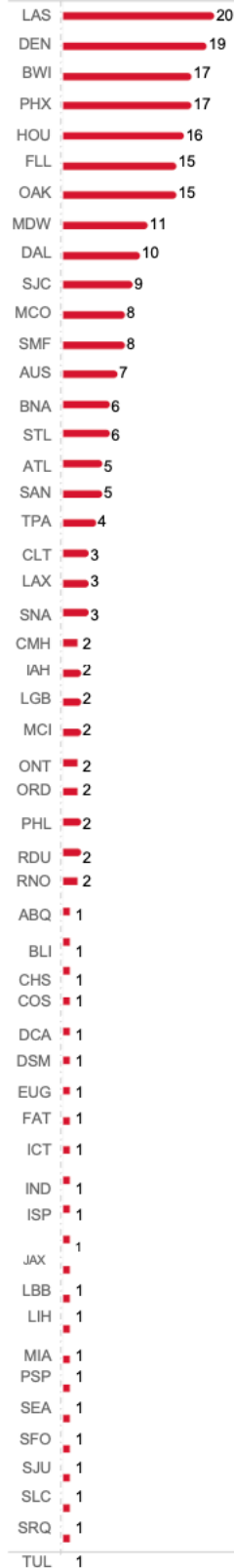
	4/17/2023	4/24/2023
% Air Not Connected	52.47%	52.70%
% Ops Agent Not Present	6.28%	7.88%
% Ramp Agent Not Available	9.42%	7.47%



Good Job ACARS

Hot Aircraft Overview 04.24.2023 - 04.30.2023

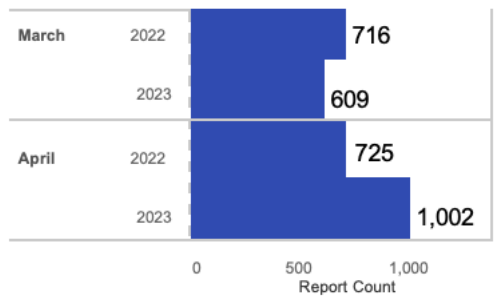
Hot AC Total by City



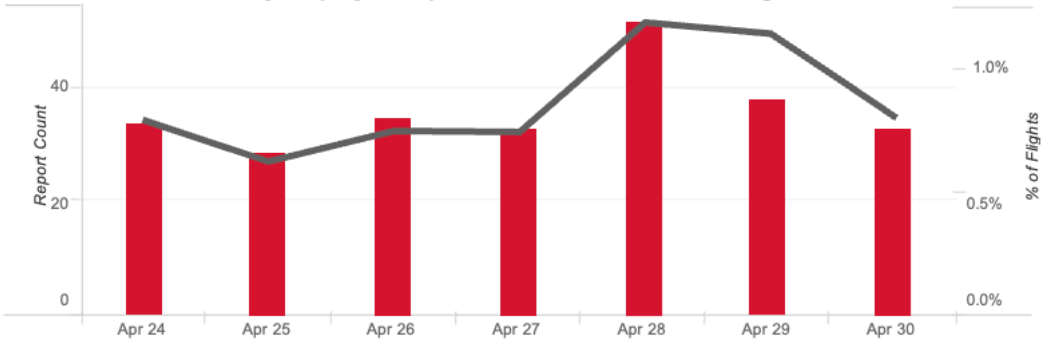
Reports by Type - 2 Week Lookback

Data Type	Hot AC Reports		% Difference	
	4/17/2023	4/24/2023	4/17/2023	4/24/2023
ACARS	223	241		8.07%
FO SOPI	1	3		200.00%
IF SOPI		3		
Inflight Form	13			-100.00%
Grand Total	237	247		4.22%

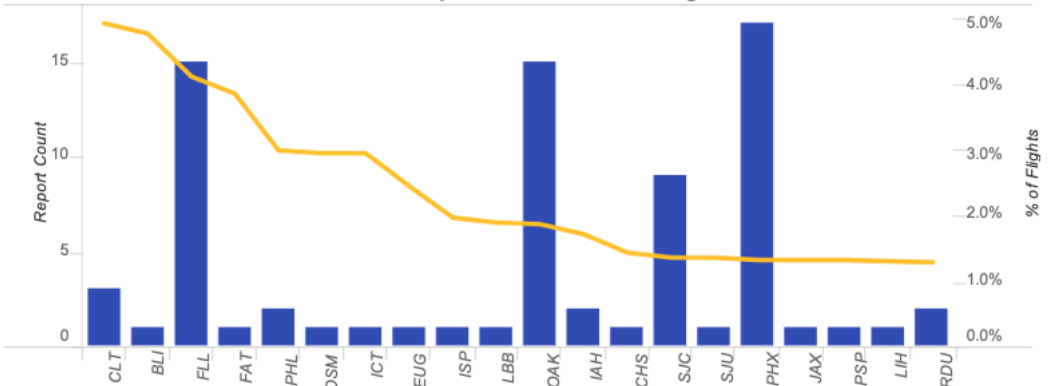
Year over Year Comparison



Daily Employee Report Submissions and % of Flights



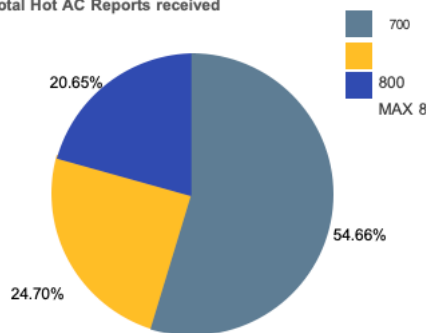
Stations - Top 20 Based on % of Flights



The percentages for the Top 20 Stations are based on the number of Hot AC Events reported on and the number of flights that departed from each city during the respective week.

Hot Aircraft by Fleet

Percent of total Hot AC Reports received

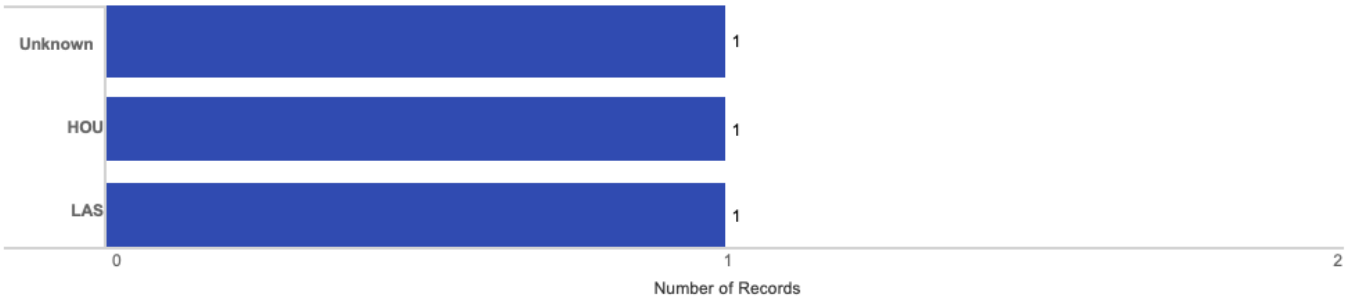


Fleet	Hot AC Reports	% of Flights**
700	135	1.02%
800	61	0.94%
MAX 8	51	2.26%

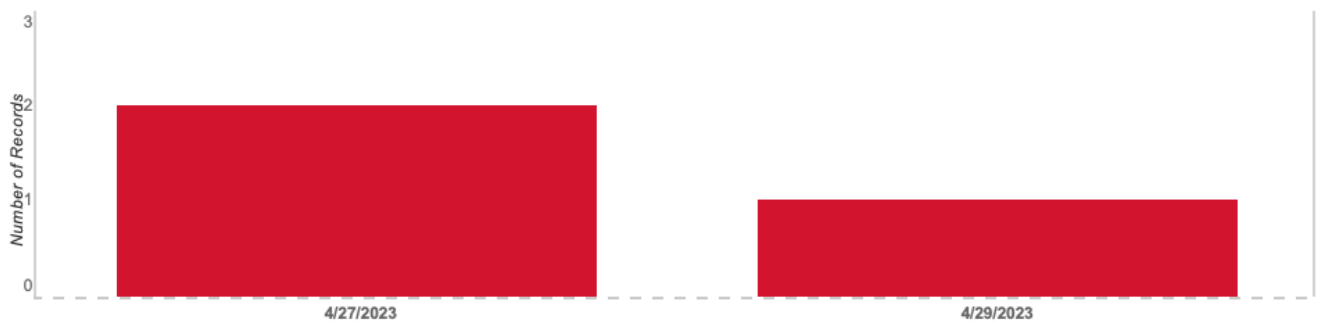
**Percent of Hot AC Events to Total Flights per Fleet
Please note: Fleet not available for every report

Customer Hot AC Complaints for the week of 04/24/23 to 04/30/23

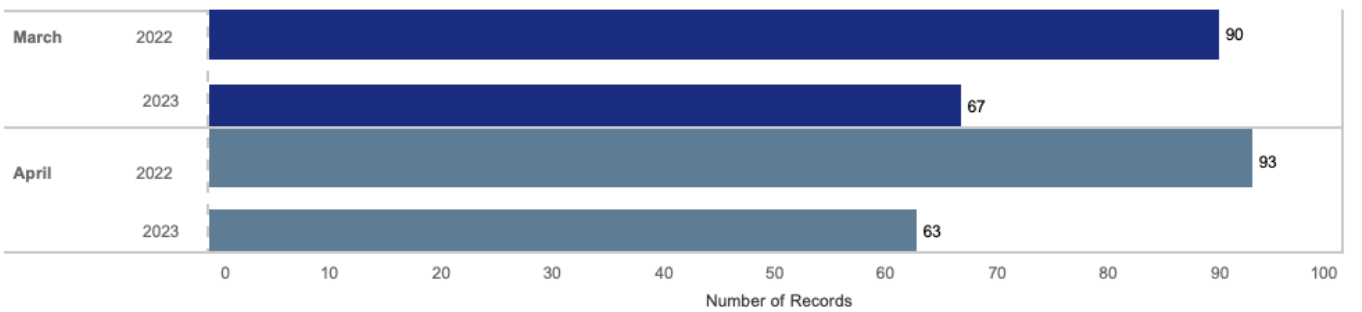
Pax Complaints by Originating City



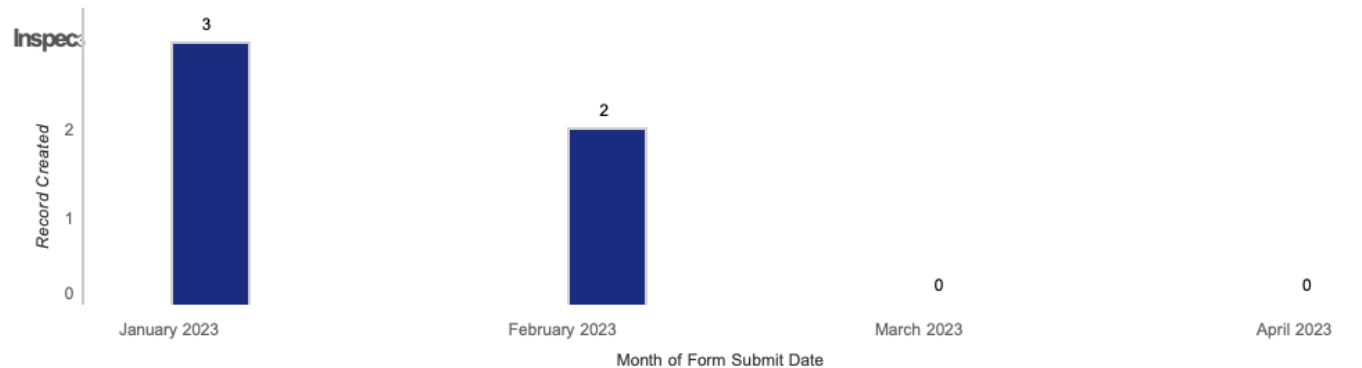
Pax Complaints by Day



Year over Year Customer Complaints



Monthly Inflight LINK Report Submissions | 3 Month Lookback

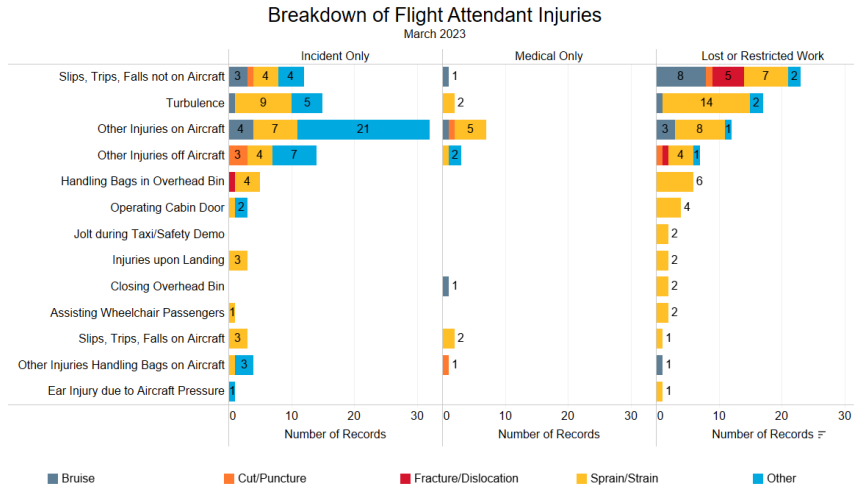


An aircraft ducting or pack inspection is made when complaints indicate that a "hot" cabin is contributed to aircraft equipment. Sources of complaints are Inflight SOPI and Hot Aircraft Events from the weekly reports.

*Current Flight Attendant Injury Analysis:

Breakdown of Flight Attendant Injuries (March 2023)

Injury causes resulting in the most lost time include: slips, trips, and falls while not on the aircraft and turbulence

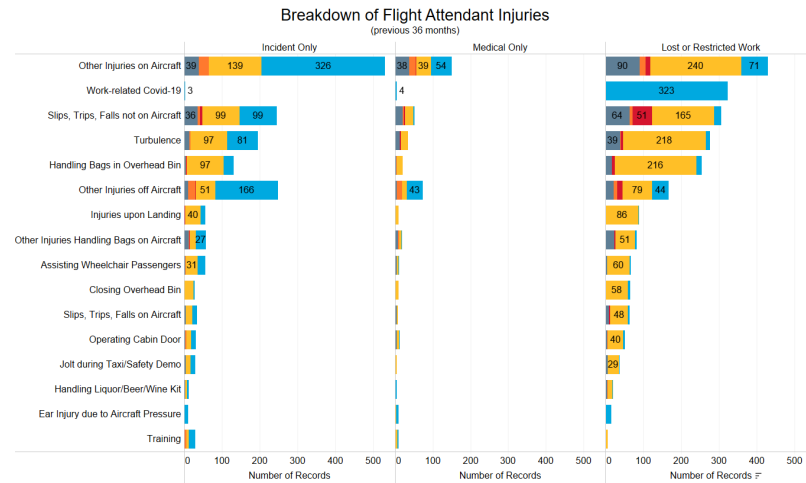


Key Facts:

- While a large number of injuries are classified as "Other" injuries, analysis has focused on those for which more meaningful classifications are available
- Lost time injuries from slips, trips, and falls not on the aircraft increased from 9 in February to 23 in March
- Lost time injuries due to turbulence increased from 9 in February to 17 in March
- Lost time injuries while handling bags in overhead bins increased from 5 in February to 6 in March

Breakdown of Flight Attendant Injuries (36 Months)

Injury causes most likely to lead to lost time include: turbulence, handling bags in overhead bins, slips, trips, and falls while not on the aircraft, and Covid-19

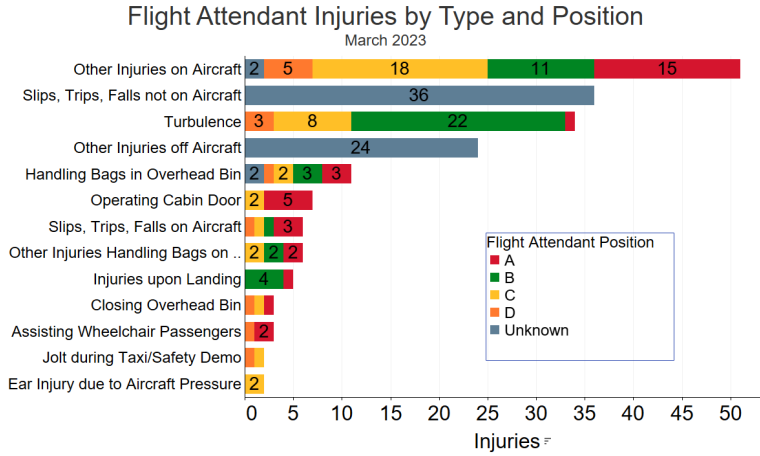


Key Facts:

- While the largest number of injuries are those classified as "Other" injuries, analysis has focused on those for which more meaningful classifications are available
- While work-related COVID-19 illnesses have been a significant driver since early 2020, it is worth noting that these have been trending down, and are absent in the most recent month

Breakdown of Flight Attendant Injuries by Type and Position (March 2023)

Flight Attendants working the 'B' position were more likely to be injured in turbulence

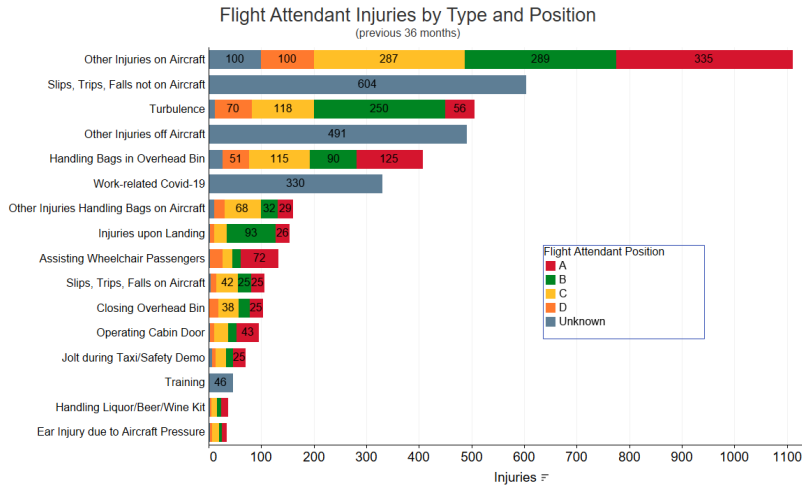


Key Facts:

- "B" position Flight Attendants accounted for 22 out of 34 turbulence injuries in March
- 4 out of 5 injuries upon landing were for "B" position Flight Attendants
- 71% of injuries while operating cabin door were for "A" position Flight Attendants

Breakdown of Flight Attendant Injuries by Type and Position (36 Months)

'B' Flight Attendants have historically been more likely to be injured in turbulence or upon landing

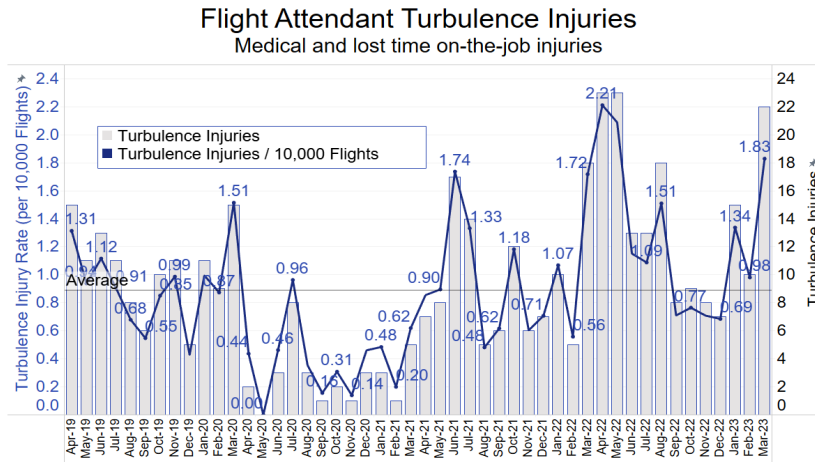


Key Facts:

- 49% of turbulence injuries involved 'B' Flight Attendants
- 60% of injuries upon landing involved 'B' Flight Attendants
- 54% of injuries while assisting wheelchair Passengers involved 'A' Flight Attendants

Flight Attendant Turbulence Injuries

The turbulence injury rate for March is above the 48 month average, as it has been for the past three months



Key Facts:

- Injury rates are in units of injuries per 10,000 flights
- Includes Flight Attendant injuries resulting from all types of turbulence:
 - Clear air
 - Mountain wave
 - Convective
 - Wake vortex
- Excludes "Incident Only" injuries (did not require medical attention beyond first aid and did not result in lost time or restricted duty)
- The turbulence injury rate in March was 1.83 injuries per 10,000 flights which is higher than the 48 month average of 0.88 injuries per 10,000 flights

* Please note: the last two slides from previous reports which came from the Injury Drilldown Dashboard have been removed from this month's report because tenure and work group classifications are being reviewed and may be subject to change. The data for the remaining slides will also be validated next week, however they do not seem to be as affected. We will be updated on the status of this validation process at some point this week.

OSHA 300 Log Distribution (In Files Section of Sales Force)

Flight Attendant Fatigue Risk Mitigation Program

Due to the current movement of the Fatigue Risk Mitigation Program to the new SOAR platform, the fatigue numbers were not provided for this month. We will report updated numbers on the next months Executive Board Report.

The new platform was supposed to be released in April but there have been several issues. We have been involved in the testing phase of the new platform. They are hopeful that it will be released in May.

Due to the recent grievance settlement, the Flight Attendants only have 72 hours from the fatigue call to file their Fatigue report. If the report is not filed in this timeframe it cannot be considered for a paid fatigue call.

SOAR Phase 1: Documentum Replacement

Mission: All safety reporting across the company will be on one platform, currently in phase 1. SOAR Phase 1 replaces the unsupported Documentum platform with a Salesforce platform, and the new SWA Reporting application will launch in Q2. *SWA Reporting App is scheduled to launch in May with fatigue and SRS reports. We anticipate IRs to launch Q3 2023.*

Soar SWA Reporting - Fatigue

The new SWA Reporting App provides several benefits, including automated processes that will reduce manual errors and maintain data integrity.

FAs will access the fatigue report via: SWA Reporting app on IEFB, SWALife>My Work>Inflight>Reporting>Fatigue Reporting for FAs (backend users will access the fatigue report via SWALife).

Process Improvements and Overall Enhancements:

Data maintained in one system (currently multiple platforms & email)

Automated notifications to users throughout process

Mobile interface for greater accessibility and ease of use (offline capability on roadmap)

Automation reduces work for base managers and crew schedulers.

Standardized data (where appropriate) with Flight Ops and additional data captured can support Inflight schedule planning.

Automated messages will be generated, auto email and CWA message sent to FA.

No fly event automatically populates.

Base manager determines pay.

All data is in one stop shop

Scheduled and Standing Meetings:

- May 2, 9, 16, 23, 30, 2023 – Safety and Regulatory Compliance Meeting with Steve Murtoff, Chase Magness and Dominick Renteria
- June 29 – ASAP Training – all Southwest ASAP programs
- May 16-17 – Executive Board Meeting
- May 3, 10, 17, 24, 31, 2023 – ASAP ERC Meetings
- May 4, Inflight ASAP Meeting TWU/SWA
- May 18, KCM/ECA Quarterly Update Meeting with Labor